

Aspects like carrier locking of handsets, 2+ years contracts, horrendous charges for breaking contracts, preposterous texting (SMS) charges, bad customer service/support, the \$35+ restocking fee to return unliked handsets, expensive data usage charges, cap on data usage (reasonable to some extent because of the demand and supply), customers pushed into buying new handsets by blocking OS updates/upgrades etc are trademark policies of Wireless mobile carriers in United States of America.

Developing countries like India don't even have the system of carrier locking and contracts, gives so much flexibility to customers. A simple reason being competition!!

The merger of AT&T and T-Mobile MAY boost the GSM network capability, reach and reliability but at the same time lack of competition will drive the prices even higher result in more atrocious contractual obligations. We have seen what AT&T did after Cingular merger and we have see its monopolistic attitude during iPhone exclusivity. Considering the simple fact that customers will have no other option to switch to with their unlocked GSM handsets I would prefer the merger not happen. If the government really wants to help customers make the carriers to do away with the contracts and make it easier to switch between carriers.